

Community Health Workers

A Community Health Integration Program

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Office of Medicaid Policy and Planning

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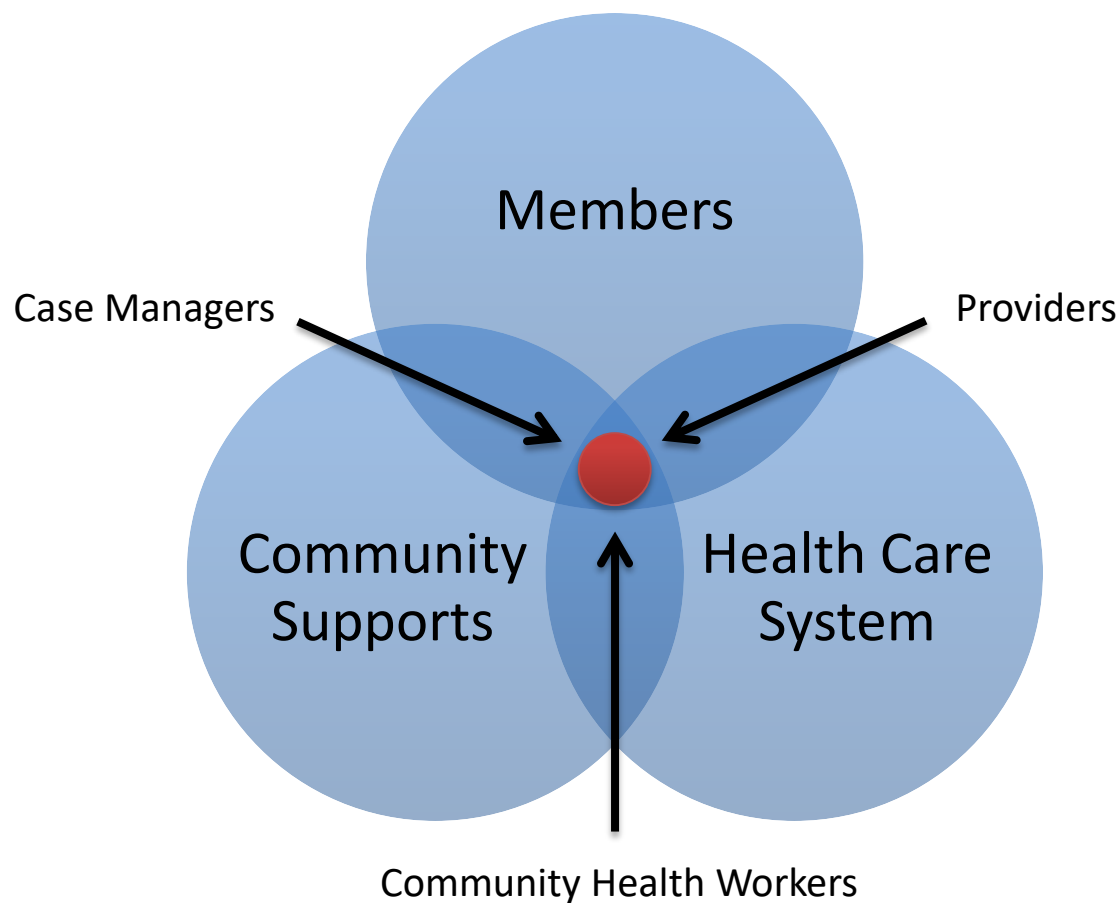


What is a Community Health Worker?

As defined by the American Public Health Association:

- ❖ A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.
- ❖ A community health worker also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

Intersection of Three Key Actors





CHW Training and Recognition

- ❖ A billing IHCP provider must maintain documentation of CHW qualification for the individual providing CHW services.
- ❖ Currently, IHCP will recognize any CHW certification program that demonstrates the core competencies of a community health worker.
 - ❖ Certification recognition may include individuals who have an academic degree (at least an Associate's) in a health care-related field or
 - ❖ Employer-based training around health promotion and community health integration that provides training in CHW competencies



Reimbursable Functions

- ❖ Diagnosis-related patient education towards self-managing physical, mental, or oral health in conjunction with a health care team
- ❖ Facilitation of cultural brokering between an individual and a member (or members) of a health care team
- ❖ Health promotion education to a member to prevent chronic illness
- ❖ Direct preventive services or services aimed at slowing the progress of chronic diseases
- ❖ The service involves teaching the member how to self-manage their health effectively in conjunction with the health care team.
- ❖ The service is provided face-to-face with the member (individually or in a group) in an outpatient, home, clinic, or other community setting.
- ❖ The content of the diagnosis-related patient education plan or training program is consistent with established or recognized health care standards.



IHCP CHW Examples

- ❖ Doula teaching breathing and relaxation skills during pregnancy or delivery
- ❖ Diabetes educator providing information to patient on ways to prevent type 2 diabetes
- ❖ Social worker providing educational support/information to a patient with a mental health diagnosis
- ❖ Interpreter communicating and facilitating between patient and provider
- ❖ Community liaison facilitating between patient and provider to help understand cancer treatment options
- ❖ Health educator discussing tobacco cessation with a patient
- ❖ Lactation consultant providing education to breastfeeding mother
- ❖ Health coach helping a patient understand their high blood pressure diagnosis and developing strategies to improve their blood pressure



Non-Reimbursable Functions

- ❖ Case management
- ❖ Care coordination
- ❖ Insurance enrollment and “Navigator” assistance
- ❖ Advocacy efforts
- ❖ Arranging transportation/transporting a member to and from services
- ❖ Direct patient care outside of the level of training and certification an individual has attained

OMPP’s distinction between a case manager and a CHW:

- Case managers provide a service *on behalf of the member*, not to the member.
- Community health workers provide a service *to the member*.



IHCP Non-CHW Examples

- ❖ Care coordinator scheduling medical appointments on behalf of the patient
- ❖ Case manager transporting client from home to medical appointment
- ❖ Patient Navigator assisting patient with health insurance enrollment application
- ❖ CHW consulting with patient's medical provider without patient present
- ❖ Health educator referring patient to resources
- ❖ Social worker providing supportive counseling to patient



CHW Provider Eligibility

A CHW must be supervised by one of the following:

- ❖ Physician
- ❖ Health Services Provider in Psychology (HSPP)
- ❖ Advanced Practice Nurse (APN)
- ❖ Physician Assistant
- ❖ Podiatrist
- ❖ Chiropractor



Billing Guidance

- ❖ Available to any billing provider who employs a CHW under the supervision of an appropriate provider
- ❖ Must maintain documentation of medical necessity;
- ❖ Must be provided face-to-face and in an outpatient, home, clinic, or other community setting;
- ❖ Prior authorization is not required
- ❖ Must be billed on CMS-1500 claim form or its electronic equivalent
- ❖ Must be billed in 30-minute units: limit 4 units per 24 hours; no more than 24 units per calendar month per recipient. (*unit restrictions subject to change*)
- ❖ Must bill separate claim lines for each date of service (DOS) that services are provided (only one calendar month of service per claim)
- ❖ Claim must include appropriate diagnosis and the name of the CHW providing the service in the claim note
- ❖ Must use the following procedure codes:
 - ❖ **98960** – Self-management education & training, face-to-face, 1 patient
 - ❖ **98961** – Self-management education & training, face-to-face, 2–4 patients
 - ❖ **98962** – Self-management education & training, face-to-face, 5–8 patients



Additional Resources

❖ Resources

- ❖ APHA Community Health Workers:
<https://www.apha.org/apha-communities/member-sections/community-health-workers>
- ❖ IHCP CHW Bulletin: <http://provider.indianamedicaid.com/ihcp/Bulletins/BT201826.pdf>
- ❖ IHCP Quick Reference Guide: <https://www.in.gov/medicaid/files/quick%20reference.pdf>
- ❖ Indiana Medicaid (IHCP): <https://www.in.gov/medicaid/>

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Questions?





Session Survey - Tuesday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1070>



Session Survey - Wednesday

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Session Survey - Thursday

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<https://tinyurl.com/fssa1080>